

Developing the Culture of Compassionate Care – Creating a Vision for Nurses, Midwives and Care-Givers

Our shared purpose is to maximise our contribution to **high quality, compassionate care** and to achieve **excellent health and well-being outcomes**



Our **values** and **behaviours** are at the heart of the vision and all we do ...

Care	Compassion	Competence	Communication	Courage	Commitment
Delivering high quality care is what we do. People receiving care expect it to be right for them consistently throughout every stage of their life.	Compassion is how care is given, through relationships based on empathy, kindness, respect and dignity.	Competence means we have the knowledge and skills to do the job and the capability to deliver the highest standards of care based on research and evidence.	Good communication involves better listening and shared decision making - 'no decision about me without me'.	Courage enables us to do the right thing for the people we care for, be bold when we have good ideas, and to speak up when things are wrong.	Commitment will make our vision for the person receiving care, our professions and our teams happen. We commit to take action to achieve this.

... in the NHS, in public health and in social care.

Making this happen needs us all to commit to action and nurses and midwives to take the lead in these six areas ...

Helping people to stay independent, maximising well-being and improving health outcomes

- To do this we need to:
- Deliver evidence-based care & extend evidence through research
 - Explicitly demonstrate our impact on outcomes
 - Make 'every contact count' to promote health & well-being at individual, family & community levels across all care pathways
 - Support people to remain independent
 - Maximise the contribution to specialist community public health nursing
- This work will be supported by:
- Work to promote nursing, midwifery & care-giving roles in prevention/health promotion & to transform these services
 - Strong expert leadership from Public Health England
 - Developing leaders in well-being
 - Relevant initiatives in the *Caring for Our Future* White Paper (2012)

Working with people to provide a positive experience of care

- To do this we need to:
- Design our services so people, and their carers and family (where appropriate) are active participants in their care
 - Prioritise patients and the people who receive care in every decision we make
 - Collect, listen to and act on feedback and complaints
 - Promote personal responsibility for health and wellbeing and taking preventative action
- This work will be supported by:
- Near time monitoring & improvement
 - Transparency
 - Mechanisms to capture and respond to feedback
 - Work with communities on early priorities, which may include dementia, support for carers, children and young people
 - The work of *Think Local Act Personal*

Delivering high quality care and measuring impact

- To do this we need to:
- Follow evidence-based best practice to deliver high quality outcomes to those that use health and care services (many of which are older people)
 - Measure what we do and our contribution to quality
 - Be transparent and publish the outcomes
 - Promote careers in research to strengthen the focus on evidence-based practice
- This work will be supported by:
- Metrics & tools to measure the quality of nursing, midwifery and care-giving, including service users' views of care provided
 - Using technology to: support productivity and efficiency; promote safe practice; enable care to be provided in new ways; support decision-making

Building and strengthening leadership

- To do this we need to:
- Ensure all registered nurses, midwives & registered care home managers understand their leadership role with the wider care-giving team
 - Free our leaders to have time to lead e.g. supervisory status, better use of technology
 - Empower nurses, midwives & care managers to make local changes to improve care.
- This work will be supported by:
- Boards, senior leaders & team leaders setting a caring & compassionate culture
 - All system nurse leaders working together across health & social care to deliver the vision
 - A strong appraisal system
 - Publishing a social care leadership qualities framework describing behaviours & competencies required for good leaders

Ensuring we have the right staff, with the right skills in the right place

- To do this we need to:
- Use evidence-based staffing levels
 - Commit to and support life long learning for the whole care-giving team
 - Recruit staff with the right culture & values
- This work will be supported by:
- Staffing tools
 - Appropriate education and training for all nurses, midwives and care-givers
 - Technology to free up time for the whole team to care and learn
 - Developing tools for assessing values and culture

Supporting positive staff experience

- To do this we need to:
- Create worthwhile & rewarding jobs
 - Create equality of opportunity
 - Support each other & new entrants to the professions
 - Be professionally accountable
 - Embrace new technology
 - Be productive and efficient
- This work will be supported by:
- Appropriate appraisal & personal development
 - Clinical supervision & support/supervision and support in care settings
 - Leadership development, including a leadership forum to lead the transformation in adult social care

... we will focus on the areas that will have the biggest impact for all and particularly older people

Please send your feedback on how we can achieve this vision to www.commissioningboard.nhs.uk/nursingvision/